HONDA ServiceNews December 2003

On-Board Snapshot Data Is Captured With MIL On

The '03–04 Accords and '03–04 Elements capture on-board snapshot data and automatically store it in the PCM any time the MIL comes on and a PGM-FI or A/T DTC sets. The PGM-FI snapshot data is recorded at even intervals for a full **15 seconds** before the MIL comes on. The A/T snapshot data is first recorded at longer intervals to save memory, and is then recorded at very small intervals just before the MIL comes on. To get on-board snapshot data from the ECM/PCM, do this:

1. Connect the Honda Diagnostic System (HDS) to the 16P data link connector (DLC).
2. Turn the ignition switch to ON (II). Turn on the HDS.
3. At the screen prompts, enter the VIN and the odometer reading and then verify the correct date and time.
4. From the **System Selection Menu** screen, select **PGM FI** or **A/T**.
5. From the **Mode Menu** screen, select **On-Board Snapshot**.
6. Tap on the large tick (✓) button to begin the download process. The HDS tells you when the data is being downloaded and when the transfer is finished.

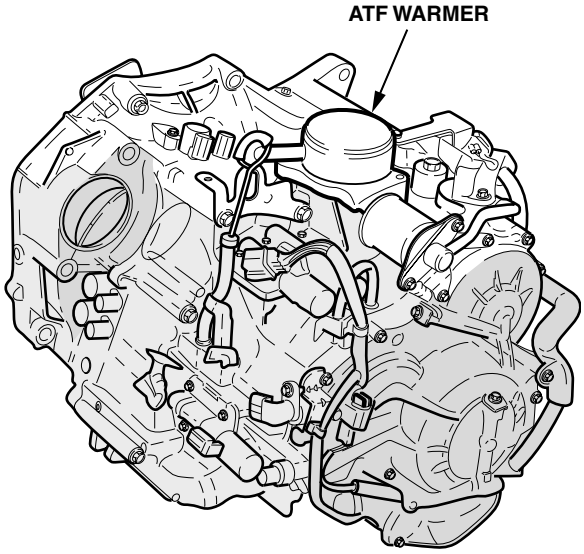
To view the snapshot data, select **On-Board Snapshot** with the HDS in its stand-alone mode. To send snapshot data to Tech Line, make sure the HDS is docked to its docking station, and then tap the send button (it's the folder with a blue arrow) on the right side of the HDS screen. Enter the Tech Line reference number, or enter your dealer number if you haven't yet opened a case on this vehicle, and then tap the send button.

'04 Civics *Don't* Come With Door Courtesy Lights

Are '04 Civic owners complaining that the door courtesy lights don't come on when they try opening any door? Although page 83 of the '04 Civic Sedan O/M and page 85 of the '04 Civic Coupe O/M says the lights come on, they're wrong. These models don't even have door courtesy lights! We've fixed this error in later versions of the '04 O/Ms.

Don't Reuse Old ATF Warmer On Reman A/T

When replacing an A/T in a '03–04 Accord V6, always install the new ATF warmer. Since the ATF warmer comes in direct contact with the ATF, it could have trapped contaminants. If you reinstall the old warmer, you could do some serious damage to the reman A/T. Every reman A/T comes with a new ATF warmer, so there's no need to reuse the old one.



New Immobilizer Logic Used in '04 Pilot

Customer complaints of start and stall have a whole new meaning when it comes to the '04 Pilot. That's because the immobilizer system in '04 models uses a new logic. If the PCM gets an invalid transponder ID code because a wrong key or a non-programmed ignition key is used, or because the immobilizer system malfunctions, the engine starts but then shuts off and can't be restarted, and the immobilizer system indicator starts to blink.

Interestingly, though, if you turn the ignition switch to ON (II) but wait a few seconds before starting the engine, the immobilizer system acts just like it does in '03 models (the engine cranks but doesn't start, and the immobilizer system indicator blinks).

Keep this in mind the next time you're troubleshooting an '04 Pilot for a start and stall complaint. If the immobilizer system indicator was blinking *after* the engine stopped, you're most likely looking at an immobilizer system problem and not something that's related to fuel and emissions.

Recording Digital Still Images and Sending Them to Tech Line

The Sony Mavica digital still camera (Model No. MVC-FD87) is a valuable special tool for servicing Honda vehicles. The digital still images that you record and send to Tech Line or save for your records can provide important info needed to find a timely and cost-effective fix for reported vehicle problems and for improving Honda automotive products. Use this handy guide to ensure that the digital still images you record and send to Tech Line are the best possible quality.

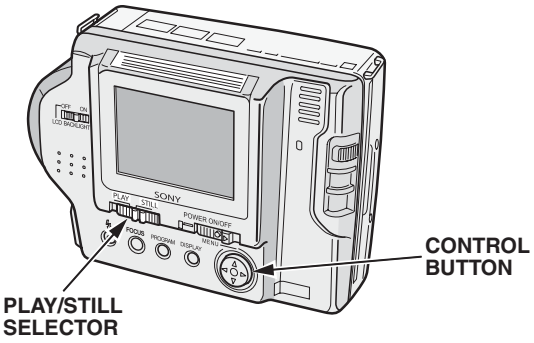
Getting the Camera Ready

1. Make sure the battery pack is installed and fully charged, and the date and time are set. Then load a blank, formatted 3.5-inch (1.44 megabyte) diskette. Refer to pages 7 thru 15, **Getting started**, of the *Operating Instructions* for details. Can't find the manual? You can get a PDF version of it on Sony's website at *www. sony.com*.

2. Get familiar with the basic workings of the camera. Carefully study pages 16 thru 20, **Recording images**, and page 21, **Playing back images**, of the *Operating Instructions*.

3. Set the camera to record images that are **1024 x 768 pixels**.

   - Set the **PLAY/STILL** selector on the back of the camera to **STILL**.



   - From the menu bar at the bottom of the LCD screen, use the control button to select **FILE**, **IMAGE SIZE**, and then **1024 x 768**. This setting captures adequate detail in the recorded image and creates a file that readily e-mails to Tech Line. With the camera set to 1024 x 768, you can record up to 10 images that easily fit onto a blank, formatted 1.44 megabyte disk.

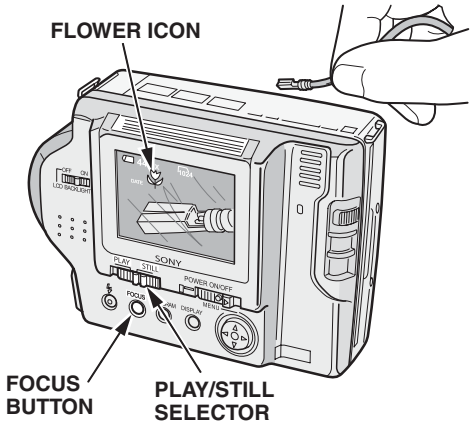
4. Set the camera to record the date and time on each image.
   - Make sure the **PLAY/STILL** selector is set to **STILL**.
   - From the menu bar at the bottom of the LCD screen, use the control button to select **EFFECT**, **DATE**, and then **DAY & TIME**. This setting puts the date, hour, and minute in the lower right corner of each recorded image during playback. The date and time, however, don't appear on the image during recording.

Recording Digital Still Images

Make sure you record everything that Tech Line asks you for. Remember, you're acting as Tech Line's eyes here, and any given image could be critical to a successful diagnosis and repair. For best results, follow these tips:

- Record at least two images of each requested shot. Diskettes are cheap, but time isn't. It's a good idea to record a couple of extra images just in case the first one doesn't measure up.
- Back away from your subject, and record an overall image first. An overall image helps give Tech Line a frame of reference so it's easier to identify your subject, especially when recording an extreme close-up image.
- After you record the overall image, move in toward your subject. Don't be shy; fill the camera's LCD screen with important detail while keeping your subject in sharp focus and well lit. If you need to get really close to your subject, switch the camera to its macro mode. In this mode, you can record a subject that's about **1 to 10 inches** from the camera lens.

  - Make sure the **PLAY/STILL** selector is set to **STILL**.



- Press and release the **FOCUS** button until the flower (macro) icon appears on the LCD screen. The camera is now in its macro mode.
- To go back to normal mode, press and release the **FOCUS** button until both the flower icon and the hand icon disappear from the LCD screen.

- Use the camera's built-in flash; it helps reduce harsh shadows that could block out important detail in the recorded image. Don't rely on just sunlight or shop lighting to fill in the scene. Make sure the flash is set to automatic (the flash button indicator is off); this way the flash automatically fires when the scene darkens. But if you're shooting bright metallic surfaces, avoid using the flash; the reflected glare wipes out all detail in the recorded image. Use a portable shop light instead, and aim it straight at your subject, in line with the camera.
- Hold the camera rock steady when you're set to record the image. Press the shutter button down gently so you don't accidently jiggle the camera during the recording process.
- Check out each recorded image on an Interactive Network (*i*N) workstation; this way you're seeing exactly what Tech Line would be seeing. Make sure the recorded image shows exactly what you want Tech Line to see. It should clearly show what the problem is and where it's located on the vehicle or component. And make sure it's in sharp focus and well lit. Tech Line gets lots of blurry, badly exposed images sent to them every day. If the image isn't lit enough by the built-in flash alone, record it again using an additional lighting source. Be careful though, not to overexpose the image with too much light.
- If you've got any doubts about image quality, get a second opinion. If needed, delete the image from the disk, and record it again. To delete an image:
  - Set the **PLAY/STILL** selector to **PLAY**.
  - Bring up the image on the LCD screen that you want to delete.
  - From the menu bar at the bottom of the LCD screen, use the control button to select **DELETE** and then **OK**.

Sending Digital Still Images to Tech Line

NOTE: Send digital still images to Tech Line *only* after you've contacted them or created a Tech Line contact.

1. From the desktop screen of an *i*N workstation, select **Microsoft Outlook** or whatever e-mail program your dealership currently uses.
2. Select **New Mail**, and address your e-mail to *techline@ahm.honda.com*. Make sure your e-mail includes all of the info that Tech Line requests. Remember to include these items:
   - Your dealer number
   - The VIN of the vehicle you're working on
   - The Tech Line reference number

   NOTE: Don't request a callback in your e-mail. Tech Line doesn't have enough staff to make callbacks for every e-mail they get. Tech Line will e-mail you an acknowledgement usually within **1 business day**.
3. Eject the disk from the camera, and then insert it into the 3.5-inch disk drive slot of the *i*N workstation.
4. Click on the paper clip icon, and select **Drive A** to list the images that are stored on the disk. Then click on the image(s) that you want to attach.

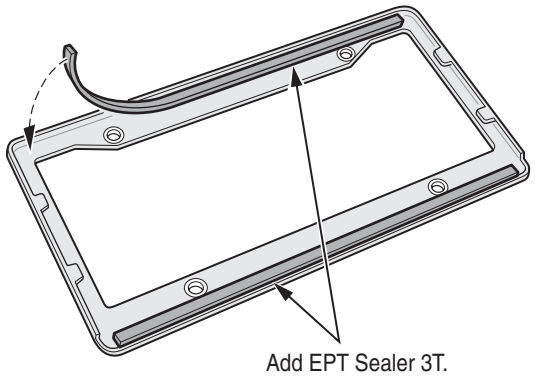
   NOTE: If your dealership has only a dial-up connection (a line speed of 56 Kbps), limit yourself to one or two attachments for each e-mail to avoid long processing time. If you need to send several attachments, divide them into a series of e-mails. Make sure you identify each e-mail as part of the series (for example, 1 of 3, 2 of 3, 3 of 3).
5. When you're finished putting your e-mail together, click on **Send**. If you don't get an e-mail acknowledgement from Tech Line after **1 business day**, and they consider your case urgent, call Tech Line and check with a Tech Line specialist to make sure your e-mail(s) were received. Don't leave a message.
6. After repairing the vehicle, call the Tech Line message center (it's option 3 on the phone menu), and report the results of your repair. The message center is available **24/7** for your convenience. Make sure you give this info in your message:
   - Your dealer number
   - The Tech Line reference number
   - A brief description of the problem and how you fixed the vehicle

   NOTE: Don't bother requesting a callback. Due to Tech Line's heavy call volume, they won't be able to get back to you.

Silencing That Annoying Rear License Plate Rattle

It may seem like a small detail, but some customers have complained about the rear license plate rattling when they close the hatch or trunk. We've investigated this problem and found that the license plate by itself doesn't rattle. What does, is the plastic license plate frames many dealers install to advertise their store. Even frames with tabs on the inside to hold them against the license plate can rattle; the tabs rarely hold the frame tightly against the plate.

There's a real simple fix for this. Just apply a couple of strips of EPT Sealer 3T (P/N 06990-SA5-000, H/C 2086643) on the inside of the frame along the top and bottom. This pads the frame and gets rid of that annoying rattle.



Tips From Training: Course Maps Keep You on Track

Rick Carr, Training Center Coordinator in Richmond, VA, passed along this great tip: Use the course maps available on the Online University to help you complete the training modules in a logical order. To get course maps, do this:

1. Log into the Interactive Network (*i*N).
2. Click on **Online University**.
3. Click on **Training**, **Technical Training**, and then **Course Maps**.
4. Select the subject area course map you want to view. To print out a copy, just click on the printer icon in the upper left corner of the screen.

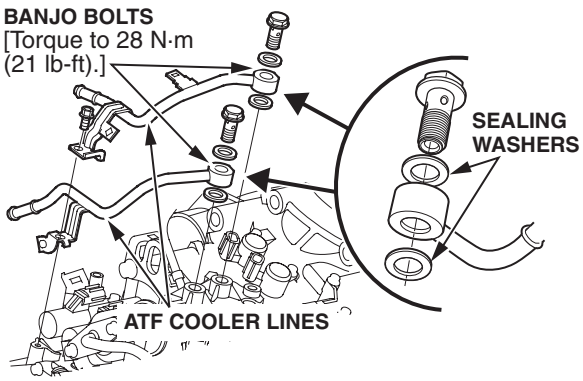
ATF Leaks From Cooler Line Banjo Bolt

NOTE: This article applies to '98–04 Accords, '01–04 Civics, '97–04 CR-Vs, '99–04 Odysseys, and '03–04 Pilots.

The banjo bolts and sealing washers on the ATF cooler lines are delicate and can be easily damaged if the line or the banjo bolt gets hit. Any movement of the line or the banjo bolt crushes the two sealing washers and lets ATF leak past the seals.

Before you install an A/T or try finding an ATF leak, check the banjo bolt torque on the ATF cooler lines. If a banjo bolt is loose, remove the bolt along with the sealing washers. And if the cooler line has a bracket, remove that bolt too. Inspect the sealing surface on the A/T housing. If the surface is OK, reinstall the banjo bolt with new sealing washers, and torque the bolt to **28 N·m (21 lb-ft)**. Reinstall the bolt for the line bracket (if applicable), and torque the bolt to **9.8 N·m (7.2 lb-ft)**.

PILOT SHOWN



All Doors and Tailgate *Don't* Unlock From Driver's Door

Getting an earful from '04 CR-V owners that they can't unlock all the doors and the tailgate when they turn and hold the key in the driver's door lock? Page 72 of the O/M says you can, but it's wrong. Turning the key, *only* unlocks the driver's door. We've fixed this error in later versions of the '04 O/M.

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